

Homework Assignments Due on Class 4

Homework Assignment 5-1

Scenario 1: Injured Ankle

During emergency incident 14-000683 at 1323 hrs. on January 29, of this year, Anytown EMS Department, Medic 5, responded for a motor vehicle collision at the intersection of Bank St. and River St. Other agencies on scene included fire and law enforcement. Paramedic Aaron Jones was assessing a patient in the passenger seat of the vehicle that was T-boned on the driver's side. After assessing the patient Paramedic Jones turned around to communicate his patient findings to me when he slipped from the shoulder of the road. Paramedic Jones was injured when his ankle was caught in a hole and fell. I witnessed the incident. It was immediately obvious that Paramedic Jones received significant injury to his right ankle as he was in noticeable pain. Weather at the time of the accident was windy and the temperature was 33°F. Freezing rain was falling, glazing the street and other surfaces. Two more ambulances were summoned to the scene to treat the patient and transport Paramedic Jones. It was later learned that Paramedic Jones had a fracture and would require surgery. Estimated recovery and rehabilitation time for Paramedic Jones is four months.

The date of the preparation of the report is January 29, 2014.

Use your individual agency Employee Accident Report and Supervisors Accident Reporting form or a memo describing the incident in full detail. Referring to the Duty-Related Injury Accident S.O.P. and Employee Accident Report form provided, complete an initial accident investigation.

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HEALTH AND SAFETY Duty-Related Injury Accidents	ANYTOWN EMS DEPARTMENT SAFETY MANAGEMENT S.O.P. Safety – Accident Investigation Approval: EJV Page 1 of 2
<p>PURPOSE: To define and describe the procedures to be employed by personnel in the event that a duty related injury accident occurs.</p> <p>SCOPE: This procedure applies to all personnel who supervise, manager or command members of the department during the normal course of their duties.</p> <p>PROCEDURE: The Anytown EMS Department shall promptly investigate and report any accident that results in the death or injury of any personnel during the conduct of their duties.</p> <p>It is the responsibility of the supervisor, manager or incident commander who is directly reported to by the victim of the accident, to investigate, review and prepare a report of their findings.</p> <p>The supervisor, manager or incident commander shall complete an Anytown Fire Department, Employee Accident Report with all information included. The form is to be signed by the employee (if available at the time of the completion of the report) and the supervisor, manager or incident commander of the reporting individual.</p> <p>Copies of the Employee Accident Report are to be sent to the supervisor, manager or incident commander of the reporting member, and the Safety Management Division of the EMS department. A copy is to be forwarded to the Human Resource Department to be included in the personnel file.</p>	

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Anytown EMS Department Employee Accident Report

Date:	Date of Accident: Time of Accident:
Accident Classification: Injury Illness Fatality	Incident/Accident Location:
Employee Name:	Incident Number:
Employee Assignment Location: Shift: A B C D	Employee Rank/Classification
Employee Age: Gender: Female Male	
Weather at Time of Accident:	Temperature at Time of Accident:
Scene Conditions at Time of Accident:	
Incident Commander:	Shift Commander:
Safety Officer:	EMS Unit(s)
Motorized Equipment Involved in Accident:	
Personal Protective Equipment:	
Narrative 1. How did the accident occur?	

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Narrative 2. Why did the accident occur?	
Narrative 3. What could be done to reduce exposure risk for future accidents?	
Name of Witnesses:	
Signature of employee:	Signature of Employee Supervisor:
Date:	Date:
Name of person filling out report	

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Homework Assignment 12-1

Introduction

An EMS Agency is a constantly changing organization. Methods, procedures, practices and policies that were developed in the past often become outdated, requiring them to be revised and updated. Often, the first individual that becomes aware of a policy or procedural shortcoming is the EMS officer. More often than not, the EMS officer who discovers these problems is also the individual who has an idea about what changes or revisions are needed to improve a policy.

Directions

Review the following scenario regarding a current policy used by the EMS agency and make revisions to it to meet the recognized current needs of the department.

The EMS Agency S.O.P. Operations – Emergency Response Standards regarding the maximum amount of time an ambulance should have when responding to a life threatening call, was written prior to closing of station # 4. Several officers including you have noticed that you consistently unable to meet the goal of arriving on scene within eight minutes of dispatch 90% of the time. Investigation has revealed that you are only meeting the goal 65% of the time. Further study also indicates that response times are considerably longer during rush hour traffic. The current policy requires ambulances to be on scene within eight minutes 90% of the time. You are aware that the office of EMS also requires your department to report on response times that are not met.

On the form included or using your own agency's form, prepare a memo addressed to your supervisor, Division Chief Andrews that reviews the nature of the problem and recommends a change to the policy to correct any deficiencies. Describe in detail the procedures that are to be followed that constitute the recommended corrective action. Then prepare the new policy as it would appear in an SOP or policy manual.

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Homework Assignment 12-1 (Cont'd)

Standard Operating Procedure

OPERATIONS Emergency Medical Response Standards	ANYTOWN EMS DEPARTMENT (AED) S.O.P. Operations – Response Standards 12/11 Approval: JBA Page 1 of 2
PURPOSE: AED responds to a wide variety of medical incidents. All incidents must be handled according to established guidelines and protocols in order to assure quality patient care. DEFINITIONS: <ul style="list-style-type: none">• Emergent Response – lights and sirens• Non-Emergent Response – no lights and sirens PROCEDURE: <ul style="list-style-type: none">A. It shall be the goal of AED to mark on scene of all emergent calls within eight minutes of dispatch 90% of the time.B. All personnel will mark “en route” when dispatched within 90 seconds from 0700-2200 and within 150 seconds from 2200-0700.C. Emergent Response with Fire Department BLS first response – immediate life threats. Examples include but are not limited to:<ul style="list-style-type: none">1. Airway Obstruction2. Vehicle Collision with serious injury (pedestrian, motorcycle, bicycle struck by vehicle, ejection, rollover etc.)3. Burns/Electrical Shock4. Cardiac or Respiratory Distress5. Unresponsive6. Child Birth7. Fall > 20 feet8. MCI	

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Homework Assignment 12-1 (Cont'd)

OPERATIONS	ANYTOWN EMS DEPARTMENT (AED)
Emergency Medical Response Standards	S.O.P. Operations – Response Standards 12/11 Approval: JBA Page 1 of 2
<p>D. Emergent Response – life threatening. Examples include but are not limited to:</p> <ol style="list-style-type: none">1. Altered Mental Status2. Allergic Reactions3. Cardiac Emergency/Chest Pain4. Drug Overdose5. Stroke/CVA6. Poisoning7. Seizure8. Shortness of Breath <p>E. Non-Emergent Immediate Response. Examples include but are not limited to:</p> <ol style="list-style-type: none">1. Accidents with minor injuries2. Stand by requests3. Assaults without suggestion of serious injury4. Interfacility transport5. Hospice request for patient transport6. Abdominal pain7. Headache8. Other general medical illness or injury <p>F. The ultimate decision on response mode rests with the senior provider. The risk vs. benefits for responding lights and sirens should be taken into consideration.</p>	

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Homework Assignment 12-1 (Cont'd)

Standard Operating Procedure

OPERATIONS	ANYTOWN EMS DEPARTMENT (AED)
Emergency Medical Response Standards	S.O.P. Operations – Response Standards 12/11 Approval: JBA Page 1 of 2
PURPOSE:	
SCOPE:	
PROCEDURE:	

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Homework Assignment 12-2

Introduction

The term citizen concerns can most often be interpreted as citizen complaints. Citizens often have concerns based upon a perception of something the organization, service provider, or municipality has done – or not done. Issues of this nature may involve something directly under the control of the emergency service organization such as, inspections, or public education events. Other issues may involve something over which the EMS organization has no jurisdiction – street signage, or even garbage pickup. These concerns are most often brought to the emergency service organization simply because personnel represent authority figures in the community and are viewed as representatives of the jurisdiction as a whole. Regardless of how or why a citizen complains to EMS, officers must be prepared to deal with these concerns in a friendly, courteous, and professional manner.

Directions

Review the scenario and the two Anytown EMS Department policies provided. You are to assume that you are the EMS officer at Station 5 and were on duty the night of the incident.

Use the policies provided, S.O.P. Handling Citizen Complaints, and S.O.P., Good Neighbor Activities.

On your agency's letterhead using proper format, write a memorandum to the lead instructor, containing the following:

1. What is the problem?
2. Why is the neighbor upset?
3. In your opinion, what would be his desired solution?
4. Can you resolve the problem?
5. What is your strategy for addressing the concern?
6. How will you create a win-win situation?
7. How will you follow up?

This memorandum shall be no less than two pages in length and not more than three pages and completed without spelling errors.

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Homework Assignment 12-2 (Cont'd)

You are the EMS officer at Station 5. Your neighborhood is a quiet area with mostly retired residents. Last Sunday evening you invited several off-duty providers and their families to the station to celebrate July 4th. You grilled steaks and everyone played volleyball. One of your providers set up a CD player on the patio and played music softly during dinner and volleyball. The get-together lasted from 1700 to 2100. All cooking and volleyball equipment was cleaned and put away by 2115 hrs. At 2133 hrs Medic 5 was dispatched to a medical alarm, and returned at 2145 hrs. On Wednesday morning a citizen who lives behind the station comes to you angry about the activities at the station on Sunday evening. He states that there was loud noise and music until midnight and that he and the other neighbors couldn't sleep. He insists that you take care of the problem or he is going straight to County officials.

PILOT

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Homework Assignment 12-2 (Cont'd)

COMMUNITY RELATIONS Handling Citizen Complaints	ANYTOWN FIRE DEPARTMENT (AED) RESOURCE MANAGEMENT S.O.P. – Public Relations Approval: EJV Page 1 of 1
<p>PURPOSE: To define and describe the expected response and action to be taken by Anytown EMS Department personnel when handling citizen complaints or concerns about the department's services, operations, or staff behavior.</p> <p>SCOPE: This procedure applies to all personnel who represent the Anytown Fire Department. The supervisor, EMS officer, manager or administrator for the unit or individual in question are responsible for the initiation of action regarding these inquiries and its resolution.</p> <p>PROCEDURE: It is the responsibility of the EMS officer to initiate action on citizen complaints or concerns about department operations and staff behavior. When possible, the EMS officer shall resolve the problem at the station level.</p> <p>Problems or issues that cannot be resolved to the citizen's satisfaction shall be referred to the Division Chief for that shift or the Assistant Chief of Administration.</p> <p>A resolution shall be identified within three (3) working days following receipt of the initial complaint or concern.</p> <p>The citizen shall be treated with respect in a professional manner by all department staff working on the issue.</p>	

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Homework Assignment 12-2 (Cont'd)

FIRE DEPARTMENT OPERATIONS Good Neighbor Activities	ANYTOWN FIRE DEPARTMENT (AED) OPERATIONS S.O.P. – Public Relations Approval: EJN Page 1 of 1
<p>PURPOSE: To define and describe the expected behavior of personnel assigned to any City of Anytown facility. Anytown EMS Department desires to implement the practice of being a good neighbor to all of those with who we share the neighborhood.</p> <p>SCOPE: This procedure applies to all personnel who represent the Anytown EMS Department. The supervisor, EMS officer, manager or senior administrator for the station, facility, or other location shall be responsible for ensuring that proper conduct is practiced by all assigned personnel at all times.</p> <p>PROCEDURE: The EMS officer shall be responsible for ensuring the activities at each station do not inappropriately interfere with the health and peace of the neighbors in that area. Any outdoor activities or recreation shall be limited to those that do not disturb the peace of the neighborhood.</p> <p>All outdoor recreational activities shall cease at 2100. Indoor recreational activities may occur at anytime. However, all doors shall be closed after 2100 hrs when loud indoor activities are occurring. In no case are indoor activities permitted after 2300 hrs. Persons who are not employees of the Anytown EMS Department are not permitted in or on the facility location prior to 0600 hrs or after 2200 hrs. This provision explicitly includes family member of personnel who are quartered there. Loud music is not permitted at anytime. The EMS officer or supervisor has the discretion regarding the sound level of the music that is present.</p> <p>Dispatch tone alerts and alarm notifications are to be adjusted so that they are loud enough to be heard but not intrusive to neighboring homes and businesses. Noise associated with the performance of maintenance on equipment may occur at any time. Care should be practiced, by closing doors and windows in the facility, when utilizing powered tools before 0600 hrs and after 2100 hrs.</p>	